



**Fostering and Promoting  
Open and Honest Communication**  
Session 2: **ME Talkin' to YOU**



## **Giving Constructive Criticism**

### **Points to Remember**

- **Prepare Yourself**
  - Clarify what you want
  - Okay to bring notes
- **Manage Your Own Feelings**
  - Give yourself time
  - Be respectful
- **Focus on Behavior not Personality**
  - Your way isn't the only way
  - You need the job done effectively, and respectful conduct that brings out the best in people
- **Use "I" Statements/Be Specific**
  - *"I've noticed that there is a lot of discord on your management team. Are you aware of this?"*
  - *"I want the two of you to work together to improve communication and information sharing between your two divisions regarding xyz...."*
  - *"I heard the meeting with abc didn't go so well. I'd like to discuss what we need to do to prepare for the next meeting."*
- **Discuss Repercussions of Behavior**
  - *".....reflection of our entire team/the City..."*
  - *"We need to maintain a positive relationship with xyz...."*
  - *"....may create the appearance of ....."*
- **Put The Ball In Their Court/Empower Person**
  - *"What are your thoughts/suggestions/ideas?"*
  - *"What do you think is the problem?"*
  - *"How would you go about fixing this?"*
- **Give Concrete Suggestions on Improvement**
  - *"I'd like you to monitor the number of times you interrupt other people. I've noticed that you don't interrupt me...."*
  - *"When staff comes to you with major concerns, you need to listen and figure out what needs to be done. These kinds of problems don't just go away. If you need my help, let me know."*
- **Summarize And Make Sure To Follow Up**
  - Verify your understanding of agreements moving forward
  - Schedule a date to discuss progress